

The Highland Council
City of Inverness Area Committee
3 December 2015

Agenda Item	11
Report No	CIA/65/15

Housing Performance Report - 1 April 2015 to 30 September 2015

Report by the Director of Community Services

Summary

This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators during the first half of 2015/16.

1. Background

- 1.1 The Scottish Housing Regulator has set out the performance indicators that it will use in its scrutiny of landlords. These replaced statutory performance indicators for Housing from April 2013.
- 1.2 This report provides information on performance based on the agreed reporting framework. Information on the key performance indicators is set out in the report below. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 1.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2
- 1.4 In accordance with the Scottish Social Housing Charter guidance the Repairs, Tenancy Management, Rent Arrears figures are cumulative. The Homeless Presentations figures are given for each separate quarter.
- 1.5 Within **Appendix 1** we have included information on the Scottish Housing Regulator Scottish Average as a benchmark, where available.

2 Repairs

- 2.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete emergency repairs and non-emergency repairs. As these indicators only applied from 1 April 2013 we have limited historical data.

2.2 *Table 1: Average length of time taken to complete emergency repairs (hours)*
Target 14 hours
2014/15 Benchmark - 5.9 hours

	No of Houses	2013/14				2014/15				2015/16	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	311	10.9	11.0	12.8	24.4	8.3	8.0	7.2	9.6	8.8	12.3
Inverness West	469	21.6	15.2	17.3	13.0	5.9	5.5	5.1	7.2	4.0	3.8
Inverness Central	1885	11.2	9.2	8.6	12.0	16.5	10.4	4.8	5.1	6.3	5.3
Inverness Ness-Side	509	6.8	6.8	10.1	15.4	34.8	17.1	12.9	6.2	3.2	4.9
Inverness Millburn	367	16.3	12.5	10.9	20.3	20.7	14.3	11.0	6	6.4	5.7
Culloden & Ardersier	563	35.2	17.1	13.6	20.3	9.5	9.3	9.4	9.3	4.5	6
Inverness South	94	1.8	6.0	9.0	9.2	4.8	4.9	4.3	6.1	8.6	7.3
Highland	13854	13.4	11.6	11.4	14.5	14.8	11.1	9.3	9.1	6.2	6.9

2.3 Performance for this quarter shows that the target was met for all Inverness Wards.

2.4 *Table 2: Average length of time taken to complete non-emergency repairs (days)
Target 8 days
2014/15 Benchmark - 7.9 days*

	No of Houses	2013/14				2014/15				2015/16	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	311	11.7	10	9.6	9.2	12.5	9.9	8.3	7.6	8.4	8.4
Inverness West	469	8.5	8.6	9.7	9.5	6.2	7.0	7	7.1	8.1	7.9
Inverness Central	1885	11.8	9.1	9.6	9.4	9	7.9	7.7	7.3	6.5	7.3
Inverness Ness-Side	509	8.2	6.5	7.6	8.3	8.1	7.0	6.7	6.5	6.0	6.9
Inverness Millburn	367	11.8	8.2	9.3	9.6	7.7	8.0	7.8	7.7	6.1	6.4
Culloden & Ardersier	563	8.7	6.7	8.3	8.5	8.7	7.1	6.8	7	7.0	7.5
Inverness South	94	14.6	15.2	12.1	12.2	8.4	8.0	6.9	7	6.7	6.7
Highland	13854	9.8	8.6	8.8	8.7	7.5	7.6	7.4	7.3	7.1	7.3

2.5 Performance for this quarter shows 6 of the 7 Inverness wards achieving the target.

2.6 In gathering the information for repairs indicators we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

3. Tenancy Management

3.1 The chart below provides information on the average re-let time showing the trend back 5 years and highlighting the same quarter in previous years for comparison.

3.2 *Table 3 : Average re-let time (days) Target 35 days
2014/15 Benchmark – 36.9 days*

	No of Houses	No of relets	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			Q2	Q2	Q2	Q2	Q2	Q2
Aird & Loch Ness	311	8	46.67	30.55	41.63	52.11	27.25	21.50
Inverness West	469	26	36.17	36.40	61.67	40.79	42.90	37.65
Inverness Central	1885	81	32.34	25.20	48.46	44.03	30.63	32.31
Inverness Ness-Side	509	14	32.81	31.33	49.29	54.87	31.57	29.29
Inverness Millburn	367	25	25.67	36.00	49.30	51.15	43.67	23.08
Culloden & Ardersier	563	13	30.58	32.85	49.54	38.86	28.73	26.15
Inverness South	94	3	49.00	0.00	38.50	77.98	0.00	24.33
Highland	13854	769	30.65	29.53	39.85	41.00	38.90	48.29

3.3 Table 3 shows that performance for re-let of properties in Inverness area is much improved. The target is 35 days which has been achieved for 6 out of 7 Inverness wards. With 4 wards below 30 days. This Improvement follows the co-location of the void team which has led to better communications within the team.

3.4 The void re-let time is a significant issue which the Service Management team is currently focussing on with a view to improving performance. The Void Management team are now in place and improvements are being seen as overall re-let times have improved from 41.5 days in quarter 1 to 30.4 days in quarter 2.

4. Rent Arrears

4.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below at 4.3 shows the comparative figure for the same quarter in the previous five years.

4.2 The Highland wide current rent arrears figure is £1,478,625.

4.3 *Table 4 – Current Rent Arrears*

	No of Houses	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Q2	Q2	Q2	Q2	Q2	Q2
Aird & Loch Ness	311	19064	20378	20825	26578	23784	29329
Inverness West	469	41161	36730	36638	43437	40465	49390
Inverness Central	1885	168377	189350	175615	220496	225522	262484
Inverness Ness-Side	509	47425	48257	53120	65654	62932	84924
Inverness Millburn	367	26702	34282	40217	45098	44857	52307
Culloden & Ardersier	563	53891	45501	49127	53619	59346	62804
Inverness South	94	1691	1033	2767	2797	9805	11025

4.4 The Area team continues to work closely with colleagues in Finance to maximise applications for discretionary housing payment to mitigate the impact of the welfare reform changes and to minimise the increase in rent arrears. There are increasing cases of applicants on universal credit which is having an impact. Further details as at October 2015 are provided below:

HIGHLAND	Number of cases	Number of cases in arrears	Percentage of cases in arrears (%)	Cumulative rent arrears	Average rent arrears per household
<i>All Highland Council Universal Credit Cases</i>	180	163	90%	£118,118	£724.65
<i>Mainstream Tenancies</i>	174	158	91%	£109,031	£690.07
<i>Temporary Accommodation</i>	6	5	83%	£9807	£1817.40

INVERNESS	Number of cases	Number of cases in arrears	Percentage of cases in arrears (%)	Cumulative rent arrears	Average rent arrears per household
<i>Inverness Universal Credit Cases</i>	101	90	89%	72,911	£810.13
<i>Mainstream Tenancies</i>	95	85	89%	63,824	£750.88
<i>Temporary Accommodation</i>	6	5	83%	9,087	£1817.40

4.5. *Table 5 – Current Arrears Homeless Accommodation*

Year End 2010/11	Year End 2011/12	Year End 2012/13	Year End 2013/14	Year End 2014/15	Quarter 2 End Sep 2015
177,075	154,457	90,725	121,005	160,967	158,235

The table at 4.5 shows the current rent arrears for homeless accommodation across Inverness at quarter 2. The comparative figure is the year-end balance for the past 5 years. This information does not form part of the Scottish Housing regulator's agreed reporting framework however it is available to report to members.

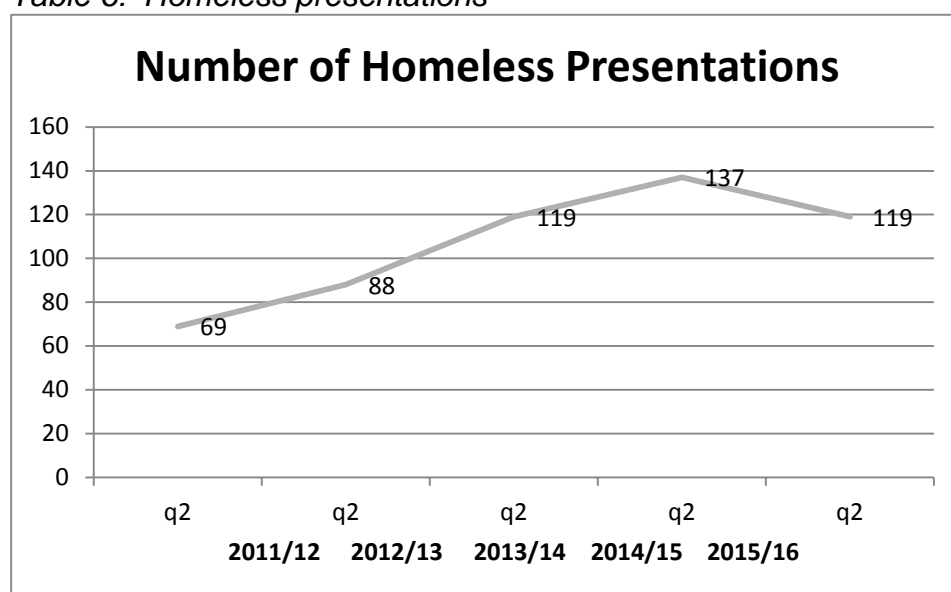
Members have previously raised concerns regarding rent arrears attached to service charges. In temporary furnished accommodation service charges are covered by housing benefit however in Bed & breakfast accommodation, a deduction is made for heating at the rate of £8 per week.

In relation to managing rent arrears in temporary accommodation irrespective of whether the arrear is generated by the service charge or the accommodation charge, all rent arrears are pursued by the Officer responsible for that case.

5 Homelessness/Homeless Advice cases

5.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter. However a number of indicators have been agreed by the Council.

5.2 *Table 6: Homeless presentations*



5.3 Table 5 shows the number of homeless presentations received by the Inverness office charting the same quarter in previous years when we started to record this information. There were 119 presentations in quarter 2 compared to 107 in the previous quarter.

5.4 **Housing Advice Cases.** There were 540 Housing Advice cases opened in Inverness this quarter. The reasons for the approach are broken down in the table below:

Anti-Social behaviour	11
Bankruptcy/Financial problems	68
Current accommodation unsuitable due to medical reasons	10
Current accommodation unsuitable due to overcrowding	25
Current accommodation unsuitable due to poor housing condition	5
Eviction notice received	20
Hospital discharge	7
Leaving armed forces	2
Leaving care	
Marital/domestic breakdown	157
Notice given to landlord	14
Notice served by landlord	90
Prison release	13

Relocating to the highlands	47
Section 11	
Tied Accommodation ended	9
Leaving parental Home	62
Total	540

6. Implications

- 6.1 **Resources:** There are ongoing resource implications arising from the need to develop and maintain performance monitoring systems relating to Scottish Housing Charter Performance Indicators. This is managed within the current HRA budget.
- 6.2 **Legal:** The need to set up new performance monitoring and reporting systems relating to Scottish Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.
- 6.3 There are no equality implications arising from this report.
- 6.4 There are no climate/Carbon Clever implications arising from this report.
- 6.5 There are no risk implications arising from this report.
- 6.6 There are no Gaelic implications arising from this report.
- 6.7 There are no Rural implications arising from this report.

Recommendation

Members are invited to scrutinise the information provided on housing performance in the period 1 April 2015 to 30 September 2015.

Designation: **Director of Community Services**

Date: 16 November 2015

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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

SPI 15/16	15/16	Scottish Average	Target	Qtr 2	Qtr1	Qtr4	Qtr3	Qtr2
Ave time to complete emergency repairs (hours) - Inverness	Green	5.9	14	5.7	5.7	6.4	7.0	10.5
Ave time to complete non emergency repairs (days) - Inverness	Green	7.9	8	7.4	6.8	7.2	7.4	7.8
Reactive repairs carried out first time - Inverness	Green	90.2	92	94.8	94.8	92.6	91.3	90.9
Repairs appointments kept - Inverness	Green	92.4	95	95.2	94.4	94.1	93.6	93.5
Rent collected as % of rent due - Inverness	Amber	99.5	99	98.7	101.1	98.1	98.4	98.5
Gross rent arrears as % of rent due - Inverness	Amber	5.3	5	5.5	5.1	5.1	5.6	5.4
% rent loss through voids - Inverness	Green	1.1	1	0.7	0.9	0.7	0.8	0.8
% of lettable houses becoming vacant - Inverness	Amber	8.9	9.7	9.8	10.1	10.8	10.6	10.9
% of new tenancies sustained for more than a year - Inverness	Amber	88.8	90	89.9	90.8	90.9	92.2	92.1
Tenancy offers refused - Inverness	Green	42	26	15.3	16.0	11.2	12.2	11.9
Ave time taken to re-let - Inverness	Green	36.9	35	30.4	41.6	35.4	33.7	33.6
ASB Cases reported and resolved - Inverness	Red	83.2	85	60.3	35.8	83.7	85.1	70.5
% court actions which resulted in eviction - Inverness	Green	14.7	10	7.4	4.8	7.9	7.7	5.5
Homelessness - Presentations received in period Inverness				119.0	107.0	145.0	107.0	137.0
% households requiring temp/eme accomm who receive offer - Inverness	Green		100	100.0	100.0	100.0	100.0	100.0
% temp/eme accomm offers refused Inverness	Amber		0	3.7	2.8	1.8	2.2	2.7
No of housing options cases opened Inverness			266	260	280			
No of housing options cases closed Inverness			331	310	348			